

NEIGHBORHOOD PARTNERSHIP MANAGER

DEFINITION:

Manages the Hayward Neighborhood Partnership Program which includes the encouragement, development and support of self-sufficient neighborhood partnership organizations that supplement and complement City services designed to preserve and enhance the appearance and livability of the City's neighborhoods. Responsibilities require the performance of complex professional level duties within the context and support of the Library and Neighborhood Services Department's Mission, City Initiatives and City Council Priorities.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from a "Specialist" classification by the greater complexity of assignments received including: the management and implementation of specific project areas that include, but are not limited to, the development of neighborhood organizations throughout the Hayward community. This involves the recruitment and management of community volunteers and student interns, as well as the provision of programmatic, technical, and functional supervision to professional, technical and clerical staff in various City departments participating in the City's Neighborhood Partnership effort. Responsibilities also include: research, analysis, planning and implementation of neighborhood organization and revitalization activities, and requires the frequent use of independent judgment while carrying out complex assignments that require the development and adjustment of procedures as necessary. Specialized knowledge of public policy processes, systems theory and practices, and the ability to effectively utilize community organization principles and techniques are required.

SUPERVISION RECEIVED AND EXERCISED:

Reports to the Neighborhood Services Division Manager, or other Department manager as the Department Head may designate, for general supervision and guidance in setting program goals, objectives, and priorities, and the means of accomplishing them.

Assignments include the provision of lead, technical and functional supervision and evaluation of other professional, technical and clerical personnel, as well as the recruitment, training, supervision and evaluation of student interns and community volunteers.

ESSENTIAL DUTIES: Essential duties may include, but are not limited to the following:

1. Carries out policies set by City Council and others, under the general direction of the Neighborhood Services Manager or other designee of the Department Head, and designs, implements, monitors and supports the success of self-sustaining

neighborhood partnership organizations. As a project manager, is responsible for difficult and complex assignments, including: the establishment, training and monitoring of neighborhood partnership organizations designed to become self-sustaining and effective in complementing and supplementing City efforts to improve the livability of the Hayward community.

2. Manages the Hayward Leadership Academy, a City program designed to develop community leaders in as many Hayward neighborhoods as possible so that neighborhood groups can assume responsibility for their own community well being. This includes the development of strong neighborhood organizations that work in partnership with the City, that help leverage City resources with other private and public resources to benefit local neighborhoods, and to strengthen the overall essence of community throughout the entire City.
3. Facilitates and participates in the planning, organization and implementation of neighborhood improvement activities designed to identify and implement alternative methods of code violation corrections, including solicitation of volunteer assistance and participation in such activities as clean-up, fix-up, beautification and neighborhood pride events and programs.
4. Negotiates and coordinates activities involving property owners, community and faith-based service organizations, formal and informal community groups, business owners, individual residents, and other public officials.
5. Conducts research, performs community needs assessments and analyses, and makes recommendations to City Council, City Commissions and Committees as well as other governing/advisory bodies pertaining to the development and revitalization of Hayward neighborhoods.
6. Serves as a liaison between various City and community programs and services, public agencies and neighborhood partnership organizations in order to facilitate the effective coordination and delivery of needed services and resources.
7. Prepares and delivers public presentations and written materials using a variety of media for both small and large audiences who speak and read English, as well as limited and/or non-English speaking/literate audiences.
8. Assists in the development and implementation of Division and Department goals, policies and priorities, and in the preparation of the Division budget.
9. Prepares and monitors consultant and service contracts, as needed.
10. Provides technical and functional supervision to other professional, technical and clerical personnel. Also recruits trains, coordinates, supervises and evaluates community volunteers, including student interns.

ESSENTIAL DUTIES – Essential responsibilities and duties may include, but are not limited to the following:

Knowledge of:

- A. Public administration and public policy processes; systems theory and practices; grass roots community and neighborhood organization principles and techniques.
- B. Social research and community needs assessment methodologies, statistical methods, and graphic presentations.
- C. Program development, monitoring and evaluation methods.
- D. Budget development and administration methods, principles, and practices.
- E. Volunteer and personnel recruitment, management and evaluation principles and practices.
- F. Codes, ordinances and regulations that are enforced by local government.
- G. Group facilitation, mediation, negotiation and community problem solving principles and techniques as well as methods for organizing and motivating community groups to address common issues.
- H. Local and regional community resources and services.

Ability to:

- I. Effectively plan, organize, and facilitate large and small groups that include persons representing multiple and potentially competing interests, as well as a variety of cultures, languages, issues and concerns.
- J. Effectively plan, organize, administer and coordinate multiple complex projects and activities in a timely and accurate manner, and appropriately adjust priorities as circumstances dictate. Appropriately exercise independent judgment while maintaining ongoing accountability for assigned duties.
- K. Accurately interpret federal, state and local laws, ordinances and regulations.
- L. Make accurate computations, as well as keep and maintain complete and accurate records that clearly and accurately document neighborhood service activities.

- M. Provide effective leadership in the development of neighborhood partnership organizations involving community members, volunteers, and student interns, as well as representatives from other community and public agencies and fellow City representatives, and work effectively within a team environment while establishing and maintaining cooperative working relationships.
- N. Effectively and concisely communicate orally, visually, and in writing, in English; as well as work effectively with persons who have limited and/or non-English speaking/reading skills. Multi-lingual/cultural abilities reflective of those to be served are a plus.
- O. Perceive responsibilities within the context of citywide goals and objectives and to approach assignments with a customer-oriented focus.
- P. Effectively provide functional and technical supervision to, and evaluation of, professional, technical and clerical personnel, as well as community volunteers and student interns.
- Q. Plan and effectively administer budgets involving a variety of public and private funding sources.

EXPERIENCE AND TRAINING:

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of recent progressively responsible professional experience in city, county or regional public administration, or other private or non-profit work experience involving community organization and development, program planning, implementation, monitoring, and evaluation; as well as volunteer recruitment and coordination.

Education: Graduation from an accredited college with a Bachelor's Degree in social work, public administration, planning, or closely related field is required.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; safely drive to various locations throughout the City and County to manage, direct, coordinate and/or participate in meetings and community events in a variety of community settings and weather conditions; make effective presentations to public audiences; conduct City business during day and evening hours, including occasional weekend and irregular hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged

periods of time; stand, walk, reach, bend and safely lift and carry equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner.

PROBATIONARY PERIOD: One Year

May 2008

AAP GROUP: 2
FPPC STATUS: Designated
FLSA STATUS: Exempt